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WHAT IS CLAIMED IS:

1. A system for distributing outbound telephone calls, the system comprising:

a plurality of dialing devices operable to receive a plurality of call records and to provide a plurality of telephone calls to one or more agents; and

a distribution module interfaced with the plurality of dialing devices and including a plurality of pools and a plurality of queues, the distribution module operable to place the call records into the pools, transfer less than all of the call records from the pools to the queues, and transfer the queues to the dialing devices.

2. The system of Claim 1 wherein the distribution module controls the coordination of the call records to the dialing devices.

3. The system of Claim 1 wherein the distribution module transfers additional call records from the pools to the queues when the dialing devices have called the call records initially transferred to the queues.

4. The system of Claim 1 wherein the distribution module routes the queues over TCP/IP to the dialing devices.

5. The system of Claim 1 wherein the distribution module routes the queues over asynchronous transfer mode to the dialing devices.

6.   The system of Claim 1 wherein the distribution module comprises a server that supports TCP/IP.

7.   The system of Claim 1 wherein the dialing devices comprise predictive dialers.

8.   The system of Claim 1 wherein the distribution module monitors the dialing devices to determine a successful or unsuccessful call attempt result for the telephone calls placed using the call records.

9.   The system of Claim 8 wherein the distribution module transfers from the dialing devices the call attempt results.

10.   The system of Claim 1 wherein the distribution module monitors the number of call records in the queues remaining to be called by the dialing devices.

11.   The system of Claim 1 wherein the queues include a plurality of selection rules that control how the pools transfer call records to the queues.

12.   The system of Claim 11 wherein the selection rules comprise priority rules.

13.   The system of Claim 11 wherein the selection rules comprise percentage rules.

14. The system of Claim 11 wherein the selection rules comprise a combination of the percentage rules and the priority rules.

15. The system of Claim 1 further comprising:

a user interface associated with the distribution module, the user interface operable to allow a user to control the functionality of the distribution module.

16. The system of Claim 15 wherein the user interface comprises an online interface associated with a browser.

17. The system of Claim 1 further comprising a plurality of contingency modules associated with the dialing devices, the contingency modules operable to secure the call records within the dialing devices upon a failure of the distribution module.

18. The system of Claim 17 wherein the contingency modules are further operable to secure the call records within the dialing devices upon a loss of communication between the distribution module and the dialing devices.

19. The system of Claim 1 further comprising a call record database associated with the distribution module, the call record database operable to store the call records and the call attempt results.

20. The system of Claim 1 wherein the distribution module redistributes call records to the pools based upon the unsuccessful call attempt results.

5   21. The method of Claim 1 wherein the distribution module associates the queues with a campaign on the dialing devices.

22. The system of Claim 1 wherein the distribution
10   module dynamically modifies the order of the call records within the pools without stopping the campaign.

23. The system of Claim 1 wherein the distribution module dynamically changes the composition of the call
15   records within the pools without stopping the campaign.

24. The system of Claim 1 further comprising a scheduling module interfaced with the distribution module, the scheduling module operable to schedule call
20   records in the pools instead of the dialing devices.

25. The system of Claim 1 further comprising additional distribution modules interfaced with the distribution module and the dialing devices, the
25   additional distribution modules operable to transfer and provide call records to other distribution modules and the pools and provide redundancy.

26. The system of Claim 1 wherein the distribution module transfers call records to the queue from a first pool and transfers call records to the queue from a second pool when the call records in the first pool are depleted.

27. The system of Claim 1 wherein the distribution module transfers call records to the queue from a first set of pools simultaneously and transfers call records to the queue using a second set of pools when the call records in the first set of pools are depleted.

28. The system of Claim 1 wherein the distribution module transfers call records from the first pool to a first queue and call records from the second pool to a second queue where the distribution module transfers call records from the first pool to the first and second queues when the second pool contains no call records.

29.   A method for distributing outbound telephone calls, the method comprising:

transferring a plurality of call records to a distribution module;

5   organizing the call records into a plurality of pools;

transferring less than all of the call records from the pools to a plurality of queues; and

transferring the queues to a plurality of dialing

10   devices.

30.   The method of Claim 29 wherein the pools comprise a specific and ordered group of call records.

15   31.   The method of Claim 29 wherein transferring the queues to the dialing devices comprises assigning a queue to a specified dialing device.

32.   The method of Claim 29 wherein transferring

20   call records from the pools to the queues comprises transferring call records from one pool to one queue.

33.   The method of Claim 29 wherein transferring call records from the pools to the queues comprises

25   transferring call records from more than one pool to one queue.

34. The method of Claim 29 wherein transferring call records from the pools to the queues comprises transferring call records from one pool to more than one queue.

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35. The method of Claim 29 wherein transferring the queues to the dialing devices comprises associating the queues with a campaign on the dialing devices.

10   36. The method of Claim 29 wherein transferring call records from the pools to the queues comprises changing which pools transfer records to a particular queue without stopping the campaign.

15   37. The method of Claim 29 wherein transferring call records from the pools to the queues comprises the pools transferring call records to a first queue with the ability to transfer call records to a second queue if the pools transferring call records to the second queue
20   become depleted.

38. The method of Claim 29 wherein transferring call records from the pools to the queues comprises transferring a set number of call records which allows
25   for a set amount of calling for each queue.

39. The method of Claim 29 further comprising:

uploading a plurality of call attempt results from the dialing devices to the distribution module; and

determining the number of call records remaining to

5 be called in the queues and a depletion rate at which the dialing devices call the call records in the queues.

40. The method of Claim 39 further comprising determining if additional call records are needed in the

10 queues based upon the number of call records remaining to be called and the depletion rate.

41. The method of Claim 40 further comprising transferring additional call records from the pools to

15 the queues.

42. The method of Claim 29 further comprising redistributing the call records to the pools based on the unsuccessful call attempt results.

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43. The method of Claim 29 wherein transferring the call records from the pools to the queues comprises transferring call records to the queues using a plurality of selection rules.

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44. The method of Claim 43 wherein the selection rules comprise two or more pools transferring call records to the queues based on a priority for each pool.

45. The method of Claim 43 wherein the selection rules comprise two or more pools simultaneously transferring call records to the queues.

5   46. The method of Claim 29 wherein transferring the queues to a plurality of dialing devices comprises:

locking the call records to each dialing device;

creating a plurality of contingency files specific for each dialing device; and

10   updating the contingency files with call attempt results.

47. The method of Claim 29 wherein transferring the call records from the pools to the queues comprises:

15   transferring call records from a first pool to a first queue;

transferring call records from a second pool to a second queue; and

transferring call records from the first pool to the

20   first and second queues when the second pool becomes depleted.

48. A method for distributing outbound telephone calls, the method comprising:

segmenting a plurality of call records into a plurality of difficulty levels, where the difficulty

5 levels include a first difficulty level and a second difficulty level;

segmenting a plurality of agents into a plurality of skill levels, where the skill levels include a first skill level and a second skill level;

10 transferring the call records having the first difficulty level to a plurality of agents having the first skill level;

transferring the call records having the second difficulty level to a plurality of agents having the

15 second skill level; and

transferring the call records having the second difficulty level to the agents having the first skill level when the agents having the first skill level deplete the call records having the first difficulty

20 level.